TO: Director of Central Intelligence

VIA: Deputy Director (Support)

SUBJECT: Employee Awards - Intelligence Information Reporting and Dissemination Improvements

This memorandum contains recommendations submitted for your approval. Such recommendations are contained in paragraph

1. PROBLEM

What awards are proper to recognize adequately, the suggestions of four CIA employees which contributed to improved intelligence information reporting and dissemination?

2. FACTS BEARING ON PROBLEM

- a. Old System Before June 1956, "hot" positive intelligence information obtained by Clandestine Services (CS) was usually given an externally teletyped-internally dittoed preliminary dissemination as "FD Reports" (PD); then followed up at some later date by similarly worded, editorially perfected and multilithed Clandestine Services Reports (CS Follow-ups). Examination of Tab A at this point is essential to see the gross aspects of the old system.
- b. New System In June 1956, the FD-CS Follow-ups were replaced by a single new Toletype Dissemination Report (TD). Follow-ups were eliminated. All "hot" positive intelligence information is now given a single timely dissemination which reduced teletype traffic by approximately 75%. The bulk of all dissemination, both internal and external, is now multilithed and hand carried to the customer by fast courier. Examination of Tabs B and C at this point is essential to see

the effect of the change.

c. Recap of Suggestions - Four employees in three suggestions proposed substantial changes in reporting and dissemination methods. These suggestions also served as catalysts for subsequent improvements by others.

(1) Suggestion #1376 (4 Oct. 54) - Reports Officers

BS-11,

both DD/P, jointly proposed a simultaneous preparation of PD and CS Follow-up Reports to eliminate
separate ditto and multilith preparations.

- (2) <u>Suggestion #1847 (26 May 55)</u> Intelligence Officer, GS-12, FE, DD/P, noted RCM's consideration of the preceding suggestion; then assailed the reports system as a whole, strongly urging elimination of the follow-up itself.
- (3) Suggestion #1937 (14 Jul 55) Clerk
 GS-4, Cable Secretariat, O/DCI, recommended a sterilization process during the original typing of FDs, to provide that all information required to be masked out for sterilization be placed either on a special form, or typed on a separate ditto Form 12.
- d. Other Contributions Official evaluators completed favorable initial evaluations. Concerned supervising officers also found these suggestions basically sound. Stimulated by suggesters' proposals. 8 concerned officers of several major components (J

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RMS/Mgt/S) began the time consuming and involved process or tearing the suggestions apart, reworking them, discarding unworkable parts after trial and developing new procedures to meet difficult administrative and technical operating problems not even contemplated in the original suggestions. Ultimately, the combined contributions of the suggester operator—staff team paid off in development and installation of the present effective and workable TD System.

3. DISCUSSION

a. Advantages of New System

Adoption of the new system prevented writing, typing, editing, disseminating and other processing of approximately

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9,300 CS Follow-up Reports each year. This has saved, and will continue to save each year, at least 55,000 man-hours on the part of all DD/P personnel who are concerned with these CS Reports. (RQM estimates 55,638 man-hours and Cable Secretariat estimates 58,794 man-hours.) An analysis submitted by RQM as to grade levels of personnel throughout DD/P who deal with these reports produces a dollar translation of these man-hours in the amount of approximately \$150,000 annually.

In addition to these savings there are two other categories of savings. Neither one of these lends itself to a dollar assessment without very costly expenditures of time.

The Committee feels that recognition of savings in these last two categories can be made via the intangible award procedure:

- Category 1 The elimination of a number of writings and rewritings, typings and retypings, editings and re-editings, and coordinations of each CS follow-up report issued.
- Category 2 Curtailment of extensive teletype transmission by the Signal Center; elimination
 of an extra reproduction and dissemination
 by Printing Plant #2, Office of Logistics;
 simplification of sterilization practices for
 DD/P and Cable Secretariat.
- Category 3 Elimination of extensive and excessive duplicate mail handlings, receiptings, loggings, readings, extractions and filings throughout the Agency. It also follows, of course, that this last category of savings was extended throughout the entire Intelligence Community.

In summary, as a result of these improvements, the reporting work load has been cut more than half (see Tabs B and
C) and backlogs of routine CS Reports have been substantially
reduced.

While the above shows a substantial cut in man-hours previously consumed, no personnel have been eliminated. Rather, improved utilization of time on the part of personnel handling CS Reports in DD/P has contributed to better quality finished intelligence reports now being written, with corresponding improvements in customer services and evaluations. Furthermore,

Reports Officers now have more time to devote to such essential and sometimes previously neglected Intelligence Officer functions as: developing requirements; directing field collection efforts; providing guidance to field personnel in producing more pertinent, accurate and complete reports.

The new procedures, systems and forms completely proved themselves during the past year of actual operations, particularly during the Middle East and Hungarian crises.

b. <u>Evaluators' Awards Recommendations to the Suggestion Awards Committee</u>

In a final evaluation (Tab E) the Chief, RQM/FI/DDP, Cable Secretary, O/DCI, and Chief, Records Management Staff/Mgt/S, DD/S, jointly recommended a package award of \$11,250.00 to the four suggesters as follows:

(1) Suggestions #1376 and #1847 - These suggestions contain the heart of employee proposals for improving the old system. Because it was felt that these suggestions played equal parts in development of the new system, it was recommended, in accordance with the Government Employees Incentive Awards Act and applicable Civil Service regulations that a total award of \$10,775.00 be divided equally: \$5,387.50 to Mr.

s5,337.50 to Mr.
of this amount \$775.00 was for "Tangible Savings" of 85,000 man hours valued at \$150,000.00 annually; \$10,000.00 was for present and continuing "Exceptional Intangible Benefits of General Application", resulting from unmeasured savings in categories 2 and 3 together with the described intangible benefits.

(2) Suggestion #1937 - A total award of \$455.00 was recommended for \$55.00 was for "Tangible Savings" in the Cable Secretariat of 624 GS-4 man hours valued at \$1,024.34; \$400.00 for present and continuing "Moderate Intengible Benefits of General Application."

4. RECOMMENDATIONS

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- a. Award to
- b. Award to

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Recommendations contained in Paragraph four (4) are approved.

ALLEN W. DULLES
Director of Central Intelligence

Distribution:

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Orig. and 1 - Suggestion Awards; Committee

1 - DCI

1 - DDCI

2 - DD/P

1 - SSA/DD/S

1 - Executive Registry

2 - DD/S

6 - Mgt./S

1 - Mgt/S File (yellow)

5 - Office of Personnel

1 - Chrono (green)

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PD REPORT	BEFORE DISSEM- INATION Rel	AFTER DISSEM- FOL PREF EASE 2000/08/15 : CIA	LOW-UP DISSE TROP80-00832A000	EM- DISSEM-
RGANIZATION	PD REPORT	DESCRIPTION OF PROCEDURE	CS FOLLOW-UP REPORT	DESCRIPTION OF PROCEDURE
REA RANCH		1. Writes Report 2. Types Draft 3. Edits 4. Types Ditto Master		19. Updates-Refines PD; Writes New OS Follow-up 20. Types Draft 21. Edits 22. Types O/Master
REA IVISION		5. Reviews and Edits 6. Corrects or Retypes 7. Coordinates		23. Reviews-Edits 24. Corrects or Retypes 25. Coordinates
q m/rc		8. Reviews and Edits 9. Corrects or Retypes 10. Releases		26. Reviews-Edits 27. Corrects or Retypes 28. Releases
ABLE ECRETARY		11. Processes and Passes Copy to Signal Center 12. Dittos Copies 13. Disseminates Few Copies		
IGNAL ENTER		14. Processes 15. Transmits by Teletype - Extensive Basis		
L/PSD LANT #2				29. Processes 30. Multiliths Copies 31. Disseminates, Same Basis as Other CS Rpts.
nternal I a		16. Reads Confirmation Copy 17. Extracts or Files 18. Action (if Required)		 32. Reads Confirmation Copy 35. Relates to PD 34. Extracts-Files 35. Action (if Required)
XTERNAL IA		16. Reads Information Copy 17. Extracts or Files 18. Action (if Required)		32. Reads Information Copy 33. Relates to PD 34. Extracts-Files 35. Action (if Required)

SECTET

	SECRET	DESCRIPTION
ORGANIZATION	TD REPORT	of Procedure
area branch		1. Writes Report 2. Types Draft 3. Edits 4. Types Offset Master
AREA DIVISION		5. Reviews and Edits 6. Corrects or Retypes 7. Coordinates
RQM/RO		8. Reviews and Edits 9. Corrects or Retypes 10. Releases
CABLE SECRETARY		11. Processes; Passes Copy to Signal Center 12. Produces Multilithed Copies 13. Disseminates LARGE
SIGNAL CENTER		Number of Copies 14. Processes 15. Transmits by Teletype Limited Basis
INTERNAL CIA		16. Reads Confirmation Cop. 17. Extracts or Files 18. Action (if Required)
EXTERNAL CIA		16. Reads Information Copy 17. Extracts or Files 18. Action (if Required)
TOTAL ACTIONS		18

ORGANIZATION	SECRET DESCRIPTION of PROOEDURE
AREA BRANCH	1. Writes Report 2. Types Draft 3. Edits 4. Types Offset Master Set
AREA DIVISION	5. Reviews and Edits 6. Corrects or Retypes 7. Coordinates 8. Releases
OABLE SECRETARY	9. Processes; Passes Copy to Signal Center 10. Produces Multilithed Copies 11. Disseminates Extensive Number of Copies
SIGNAL CENTER	12. Processes 13. Transmits by Teletype Limited Basis
INTERNAL CIA	14. Reads Conformation Cop. 15. Extracts or Files 16. Action (if Required)
EXTERNAL CIA	14. Reads Information Copy 15. Extracts or Files 16. Action (if Required)
TOTAL ACTIONS	16

NEW SYSTEM . FEB '57 - PRESENT . (SMALL DETAILS OMITTED)

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Memorandum of 2 April 1957 from Gordon M. Stewart, Director of Personnel
SUBJECT: Awards for the Revision
of PD Form and Followup Procedure

This memorandum sets forth in considerable detail, the complete complicated story of the changes made in CIA's PD Dissemination System and gives credit to the many other people, other than the Suggesters, whose work and ideas were of vital importance in these developments.



2 APR 1957

MEMORANDUM TO: Chairman of the Suggestion Awards Committee

SUBJECT : Awards for the Revision of PD Form and Followup Procedure

- In large read with interest the recommendations relative to Employee Incentive awards for three suggestions designed to improve and speed up DD/P disseminations of significant and timely intelligence information. This memorandum, however, does not begin to tell the complicated story of the changes made in our dissemination system or to give credit to the many other people whose work and suggestions were of vital importance in these developments. Since much of this work was done by members of the Foreign Intelligence Staff during my tour of duty as Chief, Foreign Intelligence, I believe that these contributions should be made a matter of record.
- 2. In the first place, the suggestion for the dimination of the P.D. or T.D. follow-up was not a procedural or ideological "breakthrough"; it did not spring to life full-panoplied, as Athena from the brow of Zeus. The wastefulness of doing the same thing twice was long recognized. The first successful attempt to solve the problem was made in mid-1952 when RC devised this procedure for routine PD's: the report was typod on a multilith mat and run off by Reproduction. The text was pasted on a cable form and sent to Cable Sacretary for teletype transmission. This system enjoyed great success. It oliminated the follow-up in most cases, and was received with delight by the Reports Officers. This time-and money-saving procedure had to be abandoned in early 1954, however, when Cable Secretary adopted the new snap-out, carbon-copy cable form which universally eliminated the re-typing of all cables and teletype messages. Then, RC had to go back to the double typing of TD's, but it was planned to devise some system to enable a revival of the one-shot procedure. And, when a plan was worked out later, although it did use some of the ideas of the Incentive Suggesters, it was forced more by circumstances than by the suggestions. Crisis situations in world affairs had so multiplied, with TD's following suit, that it was no longer possible to telerate dual typing. Furthermore, the final system put into effect was the result largely of the inability of Signal Center to take care of the enormous volume of traffic.

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- 3. The development of new procedures to eliminate the CS follow-up dissemination and accelerate the dissemination of timely information to customers, although stimulated by the three employee suggestions under consideration, was a time-consuming and involved administrative and technical operation that required the services of personnel in several components of the agency. In order that our dissemination procedures might be revised, it was necessary to undertake the following:
 - a. Survey all customer agencies regularly receiving the old Preliminary Dissemination, to determine their need for permanent copies of information reports, changes in routing and distribution systems that would result from revision of dissemination procedures, and effect of such revision, if any, on the efficiency of CIA intelligence distribution systems. Our survey showed that only the State Department would be seriously affected by the change. Lengthy negotiations were conducted with State before a reasonably satisfactory system could be worked out.
 - b. Revision of Cable Secretariat procedures, including conversion to multilith reproduction, development of efficient masking and sanitation procedures, and dispatch of all possible teletype disseminations by messenger to reduce the load on Signal Center.
 - c. Design and preparation of new multilith forms. All forms passed through several complete drafts.
 - d. Preparation of detailed instructions on use of new forms for reports officers in operating divisions.
 - e. Testing courier runs to ascertain if routine teletype disseminations could be delivered to customer agencies in sufficient time. The DD/P requested the development of such a system in order to reduce the traffic lead on signal center.
 - f. Instructing operating divisions and other interested personnel in the operation of the new system.
 - g. Testing the new dissemination for bugs and eliminating them.
- 4. These tasks, which were performed in the period from autumn 1955 to the initiation of the new dissemination system on 1 June 1956, required the services of a sizeable contingent of medium-and upper-level personnel. While not, of course, in any way responsible for originating the employee suggestions under reference, these people took the suggestions apart and

reworked them, discarded unworkable parts after trial, and developed new procedures to meet problems not contemplated in the suggestions. They built an efficient and workable dissemination program from the suggestions under reference. The persons principally concerned in developing the teletype dissemination program were:

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Chief, Requirements Division, FI Staff, until March 1956. Initiated program for elimination of follow-ups to preliminary disseminations; consulted customer agencies relative to effect of such elimination on their distribution and filing systems; maintained high-level liaison on project with operating divisions and senior staffs; gave general supervision to project.

Chief, Requirements Division, FI Staff, after March 1956. After he became Chief of Requirements, gave general supervision to project and continued high-level liaison on project. At all times served as advisor to personnel implementing the project. Because of his lengthy experience in intelligence reports, and role of advisor was a unique and major factor in the successful completion of this project.

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Doputy Chief, Reports Control Branch, Requirements Division, to March 1956, Acting Chief of same component thereafter. assisted in the preparation of forms for teletype disseminations and preparation of instructions for their use. After March 1956, he supervised the work of this project.

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Cable Secretary. Supervised such reorganization of Cable Secretariat as was required to put new T.D. system into effect, and assisted in revisions of draft forms.

Chief, Reports Control Branch, Requirements Division to March 1956. Maintained liaison with Forms Control, supervised the development of procedures and instructions for the new system and assisted in the preparation of required new forms. Supervised this activity from September 1955 until March 1956, when he was appointed Deputy Chief of Requirements Division.

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Assistant Cable Secretary.

assisted in drafting required forms,
particularly Form IK-2, and formulating
Cable Secretariat procedures for processing
T.D.'s.

chief, Forms Control, Management Staff.

designed the teletype dissemination forms. His work on these forms, done under heavy pressure of other work, was more than a major contribution to its success. It is not too much to say that success in developing the new form was absolutely vital to effecting the new system.

of Reports Control, assisted in developing T.D. forms, prepared detailed procedures and instructions for their use, consulted operating divisions and other organizational components relative to such procedures and instructions. His work on this project, which was of a uniformly high caliber, was a major factor in its successful completion.

5. Under the regulations governing the Employee Incentive programs, these persons can receive no financial reward for their considerable role in revamping the DD/P system for the dissemination of significant and timely information. It is only fair to say, furthermore, that they desire no such reward. I believe, however, that all those listed in paragraph 4. above, deserve some recognition for their achievement. I recommend that competent authority place in the personnel file of each individual named in paragraph 4 a statement setting forth the part that each played in the establishment of the teletype dissemination system.

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GORDON M. STEWART Director of Personnel

Evaluation of Employee Suggestions 1376, 1847 and 1937, dated 4 April 1957, submitted jointly by Chief, RQM/RO, Cable Secretary and Chief, Records Management Staff

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This final joint evaluation sets forth in great detail, and summarizes the past history in the development and implementation of these suggestions. It also suggests awards to suggesters.



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PLACING ACTION	4. ALREADY IN EFFECT A	NO NO PART OF THIS SUGGES	TION MAKES ADDED CO	NTRIBUTION.	
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b.	DD/P practice of already disseminate therefore exists."	F disseminating mulnated in PD form. been aimed against	arguments the reports sy	in this suggest	on ently
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2. REFERENC	eş (Tab d)				
EI •	Suggestion # 1				
b	6 July 55 eval	untion of Suggestio	1847 by Ch.	icf, Reports Con	trol.
c	. 13 July 55 Com # 1847.	ment # 2 from C/XC	to	D/P/P9C re Suge	estion
			x	CONTINUED ON ATTACH	SHEET
DATE	SIGNATUR	TOF EVALUATING OFFICIAL	type name and titl	-	
4 April 195	1	See Page It fo	`		1

FORM NO. 2446 REPLACES FORM 37-1840

SUGGESTION # 1376, 1847, 1937 CONTINUED

d. 29 July 55 evaluation of Suggestion # 1937 by C/FI/F

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- e. 19 Aug. 55 memo from Deputy Cable Secretariat to Chairman, Incentive Awards Committee, Subject: Suggestion # 1937
- f. Undated (Mar.-Apr. 56) Comment to Incentive Awards Committee re Suggestion # 1847.
- g. 17 May 56 Memo from manpower data as related to all three suggestions.
- h. 28 Dec. 56 evaluation of all three suggestions by C/Records Management Staff.
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 1. 8 Jun 57 Memo for Record re conversation between C/RMS

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 - j. Undated (compiled about 21 Jon 57) supplement to 28 Dec. 56 RMS evaluation, explaining computation of tangible savings. Frepared for Secretary, Suggestions Awards Staff by Attachment to the Committee's 22 Jan. 57 brief.

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k. 8 Feb. 57 memo from Commo, to Chief OC-S re suggestions
1376, 1847 and 1937.

3. WHEN ADOPTED

The suggestions, though somewhat modified by the evaluating components, (TAB E) were adopted in principle early in June 1956. The new procedures, systems and forms which finally stemmed from these suggestions have completely proved themselves during the past eight months of actual operations which have included both the Middle East and the Hungarian crises. They are vestly superior to any previous methods.

4. OLD SYSTEM - DISADVANTACES

Prior to June 1956, advanced and sometimes contensed versions of significant and timely positive intelligence information reports were given priority handling and initial issuance as "FD" (Preliminary Dissemination) Reports. (TAB F) For the most part, PDs were teletyped for distribution, primarily to the policy making level of Government officials. A limited number of dittoed confirmation copies, some of which were sterilized, were disseminated within CIA. These PD Reports were then followed-up as soon as possible (delays might range from several days or a week to as much as several months) by a regular multilithed "CS" (Clandestine Services) Report. Except for minor editorial improvements, occasional added comments, etc., CS Follow-up Reports rarely differed greatly from the original PD Reports. A minimum of several writings, editings and typings; an extensive teletype transmission; separate ditto and multilith reproductions; and two distinct disseminations within CIA and to the intelligence community were required by this PD - CS Follow-up System. Extensive and excessive duplicate mail handlings, receiptings, readings, extractions and filings were also required of both CIA and other intelligence community personnel.

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SUGGESTION / 1376, 1847, 1937 CONTINUED

5. NEW SYSTEM - ADVANTAGES

Since adopting the new "TD" (Teletype Dissemination) System stimulated by these three employee suggestions, the reporting work load has been cut almost in half. (TABG) A considerably curtailed teletype transmission, supplemented or suplanted by a single, more extensive (dittoed originally, now multilithed) hard copy dissemination by Cable Secretariat, now suffices to get this "Mot" information reported to the policy making and all other working levels of the intelligence community in a timely manner. Unnecessary and duplicate handling, readings, extractions, Tilings and references are eliminated. Backlogs of routine CS reports have been reduced and better quality finished intelligence reports are now being written with corresponding improvements in customer services. Reports Officers now have more time to devote to such essential and sometimes previously neglected, Intelligence Officer functions as: developing requirements, directing field collection efforts, and providing guidance to field personnel in producing more pertinent, accurate and complete reports.

SUGGESTED AWARDS

Because all three of the suggestions are so closely related, and all treat with ways and means to improve the timely dissemination of "hot" information, they have been handled as a package. They all played important parts in development of the present TD System. Without the contributions of any one of them it is doubtful whether the system would be as effective as it now is, or if there would even be a new TD Reports Dissemination System. Based on the following tangible savings and intangible benefits a package award of \$11,230.00 is recommended. Suggested apportionment is also indicated.

- a. SUGGESTIONS # 1370 and 1847
 - (1) Tangible Savings Complete elimination of all follow-up CS reports to initial PD reports resulted from adoption of these suggestions. This will prevent issuance this year (June 56-June 57) alone, of more than 9,000 such follow-ups which would have required the expenditures of more than 55,000 man hours of DD/P reports personnel time valued at approximately \$150,000.00. Recommended Award \$775.00.
 - (2) Intangible Benefits The intangible benefits stemming from these suggestions; affecting as they do, not only CIA, but the entire intelligence community, are quite obviously and definitely in the public interest throughout the nation and beyond. Benefits are considered to be EXCEPTIONAL and of GENERAL APPLICATION. Recommended Award \$10,000.00
 - (3) Recommended Apportionment -

To the originators of # 1376 - \$5,387.50

To the originator of # 1847 - 5,387.50

Total - \$10,775.00

SUGGESTION # 1376, 1847, 1937 CONTINUED

- SUGGESTION # 1937 Tangible Savings - While not as significant as Suggestion 1376 and 1847, Suggestion 1937 nevertheless ties in with, and helps make possible the most effective realization of the myriad benefits of the other two suggestions. It lead to the development of the three TD Forms (TAB H) which now make possible the preparation and issuance of TDs as a standard 2-part document. Form 1k-2, "Transmittal of Teletyped Information Report" contains only the information which is not to be disseminated outside CIA, while the second part of the TD, Form 1k, "Tele-typed Information Report and its "Continuation Sheet," Form 1k-1, contains only the information which may be disseminated to the rest of the intelligence community. This vastly simplified sterilization procedures, both for Cable Secretariat and all other Agency offices which are authorized to disseminate sterilized TDs to non CTA customers. Tangibly, Cable Secretariat will save annually 624.6 man hours of GS-4 typing and reproduction personnel labor valued at \$1,024.34. Recommended Award - \$55.00.
 - (2) Intangible Benefits Benefits are considered to be MODERATE, with GENERAL APPLICATION. Recommended Award \$400.00
 - (3) Total Award-

Recommend that the total award of \$455.00 be given to the originator of Suggestion 1937.

8 Attachments

Tab A - Suggestion # 1376
Tab B - Suggestion # 1847
Tab C - Suggestion # 1937
Tab D - 12 References

Tab E - Memo from Director of Personnel (Former Chief of Foreign

Intelligence)

Tab F - Old Procedure Tab G - New Procedure

Tab H - Forms lk, lk-1 and lk-2



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